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**JOINT SUPPLEMENTAL REPLY DECLARATION OF
KATHLEEN McLEAN AND
RAYMOND WIERZBICKI**

ATTACHMENT C

Uniform OSS Interface and Business Rules Collaborative
Bell Atlantic Service Areas
Action Log

Subject: Billing

Issue#	Description	Discussion	Action Items	Status	Owner	How resolved
1	Unparsed CSR Changes Economic Impact and System Code Changes to CLEC (Preorder issue)	<p>10-18 The CLEC community stated that there are concerns in relation to the formatting changes scheduled for the unparsed CSR in February 2001: <ul style="list-style-type: none"> - Concern in regards to the node assignment for the implementation of these changes. - The CLEC might have to perform coding changes due to the upcoming changes in the unparsed CSR format. - Rules and samples are necessary complex and POTS CSRs </p> <p>11-91 The CLEC community reaffirmed their concerns and revised their petition for samples of unparsed CSRs to be made available.</p>	Verizon will investigate further. Verizon needs to provide samples of CSR.	CLOSED Refer to item # 21	Dave Ryan Kathleen Conroy	There are certain reasonable costs of doing business as a CLEC. As a condition of the merger, the FCC has mandated uniformity. CSR examples were emailed via Change control on 11/3/00.
2	UNE-Platform Listings issue (Order issue)	<p>10-18 The CLEC stated that there is a need to identify the impact on LSR for UNE-Platform listing ordering. Also the CLEC stated the need for a list of the requirements to populate the BAN changes after the post migration. The CLEC wants to know if you need to put a separate listing on the LSR.</p>	N/A	CLOSED	Bob Citro	When ordering UNE-P, the usage and population of listing fields and data on the LSR for expressTRAK will not change. All form level and field level rules remain in effect. As in existing rules for UNE-P, there are no supplemental or other Account Numbers required. Verizon will need to review potential updates to the Billing Account Structure documentation.
3	expressTRAK CSR Volume issue (Order issue)	<p>10-18 The CLEC community would like to get an idea of the EDI CSR volume that goes through the expressTRAK system per week in the states where expressTRAK has been deployed.</p>	Verizon will investigate further.	CLOSED	Ed Amato	See electronic attachment Volumes.xls
4	expressTRAK CORBA CSR Volume issue (Order issue)	<p>11-81 The CLEC community would like to get information regarding the CSR volume for CORBA for the states where expressTRAK has been deployed.</p>	Verizon will investigate further. Not POR item	CLOSED	Jeff Bolster	Verizon has had no CORBA CSR traffic originating from the CLECs for MDVW.
5	Future CSR Functionality issue (Order issue)	<p>10-18 This issue is based on the concern of the CLEC in regards the functionality of the CSR with usage of old USOCs once the CSR is updated. They are questioning whether or not the order will still be processed in this future scenario.</p>	Verizon will investigate further.	CLOSED	Dave Ryan	<p>If the CLEC subscribes to expressTRAK X.5 he should submit his order using the standard USOC if he does not and makes a mistake and uses the correct jurisdictional USOC. Verizon will continue to process the order.</p> <p>If a CLEC writes pre order activity and is a non expressTRAK X.5 customer and then subsequently becomes a expressTRAK X.5 customer the old LSR and the correct jurisdictional USOCs will be processed. We will not require the CLEC to repopulate the pre order activity.</p> <p>Legacy jurisdictional USOCs will not have an entry on the inbound translation table and therefore will remain as entered.</p>
6	expressTRAK X.5 Regional Availability issue	<p>11-81 The CLEC community expressed an interest to have the expressTRAK X.5 as an additional option in the MDVW region once this version is available in other regions.</p>	Verizon will investigate further.	CLOSED	Ryan	No, expressTRAK X.5 will not be available in MDVW. expressTRAK X.5 leverages legacy systems, and these systems are slated to be retired when expressTRAK (classic) is fully deployed.

**Uniform OSS Interface and Business Rules Collaborative
Bell Atlantic Service Areas
Action Log**

Subject: Billing

Issue#	Description	Discussion	Action Items	Status	Owner	How resolved
7	Request for Comparison of Billing Outputs	18-18 There was a request from the CLEC community for Verizon to provide a sample of Simpleview for legacy and expressTRAK with the changes detailed.	Verizon will investigate further 11-21 Verizon will provide samples by the end of the week.	CLOSED	Friesburger	<p>Following are few Difference between Legacy/eT SimpleView at GUI Application Level</p> <p>eT GUI application has more Bill Displays and details</p> <p>eT GUI application has different easier user interface to view/navigate between Bill Displays. The user interface to view/Query bills in expresstrak is based on Tree Hierarchical Structure and multiple Tab Pages where as in Legacy Simpleview is based on simple drill down Window interface between bill displays.</p> <p>eT GUI application has good dynamic Searching / Filtering /Sorting capability in Each Bill Display</p> <p>eT GUI application has Good Dynamic(Custom) Report building /Querying capabilities.</p> <p>eT GUI application has feature to export the Bill Display / Report data into various formats as Excel Text, DB2 .etc</p> <p>eT GUI application has dynamic selection/filtering/grouping capabilities for standard report. Examples were emailed via change control on 11/3/00</p>
8	Request for Detailed Documentation of New Ordering and Billing System	18-18 A request for a detailed written specification document was made by the CLEC for the new expressTRAK X.5 System and expressTRAK X.6 System. Concern of how would this system will perform and how will its functionality relates to that of the current present systems currently used by Verizon.	N/A	CLOSED	Jeff Bolester Dave Ryan	<p>Jeff Bolester provided a brief presentation at the Collaborative Session on October 17, 2000 in which he clarified the issue brought to the table on the previous Collaborative Session on October 18, 2000</p> <p>Verizon stated that eCLEC review document is being prepared and when it is completed, it will be distributed via Change Control.</p>
9	ExpressTrak Indicator functionality is unclear	18-18 There is a concern regarding the functionality of the eTrack indicator for a parsed CSR in EDI and CORBA in the scenario of a "No" response on this field. The question is whether this field will be returned with a "N" as a response, a placeholder right next to the field or will it not be any field returned at all.	Verizon will investigate further	CLOSED	Jeff Bolester	<p>Verizon will supply a sample of expressTRAK CSR vs the Legacy CSR with appropriate indicators. If legacy and masked (expressTRAK X.5), set the ETIND to Y If BLACT (expressTRAK account #) is > 0, set the ETIND to Y otherwise the ETIND is N. See electronic attachments Parsed CSR Output-eTrek TXT and Parsed CSR Output-Legacy TXT. Examples provided via change control on 11/3/00</p>
10	Availability of data for retail and wholesale roll out	18-18 There is a need to clarify and list the details that will be part of the deployment schedule for wholesale and retail roll out.	Verizon will investigate further.	CLOSED	Jutta Stefanini	<p>MDVV - expressTRAK classic is in deployment for both wholesale and retail, no current plans to deploy expressTRAK X.5. All or substantially all of the conversion to expressTRAK is scheduled for completion by the end of 3rd Quarter 2001.</p> <p>NPD - expressTRAK X.5 (LSOG 4 only) will be available as of the end of February, 2001, with various additional functions made available through subsequent releases, as described in our presentation of October 17, 2000. expressTRAK classic for retail has not yet been scheduled. However, it is possible that deployment may begin in the late 2nd quarter of 2001. In any event, CLECs will receive no less than 6 months of notice prior to the commencement of any non-pilot deployment. expressTRAK classic for wholesale is in pilot now. Production availability for wholesale has not yet been scheduled.</p> <p>BA North - expressTRAK X.5 (LSOG 4) is scheduled to be available as of the end of February, 2001, with various additional functions made available through subsequent release as described in our presentation of October 17, 2000. expressTRAK retail and wholesale has not been scheduled. CLECs will receive no less than 6 months of notice prior to the commencement of any non-pilot deployment.</p> <p>CLEC notification regarding expressTRAK deployment in Pennsylvania and Delaware was sent December 5, 2000</p>

**Uniform OSS Interface and Business Rules Collaborative
Bell Atlantic Service Area
Action Log**

Subject: Billing

Issue #	Description	Discussion	Action Items	Status	Owner	How resolved
11	EPP Deployment and Frequency issue	10-17 The CLEC community wants to know what information would not be available this item will be discussed in further detail during tomorrow's collaborative session	Verizon will investigate further.	CLOSED	Dave Ryan Kathleen Conroy	This issue actually referred to differences in DUF due to switch recordings and NAD nothing to do with EPP. We discussed the differences and they are listed below. These Switch dependencies are existing and will not change with the E tree or X.5 implementation. Local Routing Number does not record on the 4t batches Terminating Number sometimes does not return in local CRM so Verizon does not process it on the 10-01-31 EMI records Originating Number does not record on some access calls so Verizon is not able to provide it on the 11-01-20 EMI records In some instances a 10-01-01 (toll) record will be sent for a local call because there are instances where the switch will record a toll call as local and because Verizon does not perform a rating function on these calls, a local/toll distinction is not made
12	Account Hierarchy One BAN per Product Category per Entity per State	10-17 The CLECs would like to know who will be responsible for billing, when there is a split line account for a UNE Platform customer with DSL. Other concerns under this issue are the following: - The order would be processed with the ACNA for the UNE Platform portion, but who would be responsible for the DSL portion? - Assess how big the need for separate billing is for this scenario	Verizon will investigate further	CLOSED	Dave Ryan Kathleen Conroy	The response to this question is dependent upon negotiations currently in progress with the FCC
13	LATAs for pseudo-circuits may not be unique in NE (NY and South are unique)	10-17 The format for pseudo circuits includes the last two digits of a LATA(2nd and 3rd character). The CLEC requested Verizon to provide a comprehensive list of unique LATAs in NE by end of Billing Collaborative	Verizon will investigate further.	CLOSED	Dave Ryan Kathleen Conroy	The plan for setting Pseudo Circuits follow: 96.ZZZZ.090000..ST AA AAAA AAAAAA AA 96 - represents the last two digits of the lata ZZZZ - is the high alpha 090000 - is the high numeric ST - will be filled with the state There was a question whether we would be filling ST with NE for New England. The answer to that is that it will be filled with the state abbreviation (for example, Rhode Island would be RI). Also here are the lata codes for New England. (No duplicate last two digits).
14	expressTRAK X.5 rollout jurisdictions	10-18 The CLEC community would like to know what areas from the former Bell Atlantic territory would the ExpressTrack version be implemented. Worldcom requested a written documentation of the areas that the system will cover	Verizon will investigate further.	CLOSED	Julie Stefanini	See response to # 10
15	USOC mapping list issue	10-18 The CLEC community would like to know the method and conditions that the derived standard USOC mapping list. Furthermore, MCI is asking for an inclusive list of all the elements in addition to the subset of 125 element included in the present list	Verizon will investigate further.	CLOSED	Dave Ryan	The list was compiled after discussion with a CLEC and it was intended to include all currently "published" platform inscope for flow-through USOCs" as well as other representative USOCs commonly used for billing
16	Display of USOCs (Preorder issue)	10-18 The CLEC community questions whether or not the date information for the USOCs and service order number will be retained once the changes for the unpaired CSR are implemented for expressTRAK 12-21 The CLECs question whether the proposed addition of date/service order requirement is applicable to both paired and unpaired CSRs?	Verizon will investigate further. Not a POR item	CLOSED	Julie Stefanini Steve Pirozzoli	Verizon has opened an initiative in response to this request. The level of effort is being assessed. It will be prioritized with other CLEC requests. 12-21 Service Order # and date will be added to the expressTRAK unpaired CSR. Providing service order # and date for the paired CSR will not be included as it currently is not returned in any region for paired so there would a utilization issue. If the CLEC would like to see service order # and date returned on the paired CSR, this is a new enhancement request and they should submit a type S change request
17	Relief USOC mapping list issue	11-01 The CLEC community would like to have their concerns and requests related to the USOCs be extended and included to within the Relief Operations	Verizon will investigate further.	CLOSED	Dave Ryan Kathleen Conroy	Verizon has requested that the CLECs provide a reasonable list of USOCs for review by Verizon by 11/8/00.

**Uniform OSS Interface and Business Rules Collaborative
Bell Atlantic Service Areas
Action Log**

Subject: Billing

Issue#	Description	Discussion	Action Items	Status	Owner	How resolved
18	Livewire Process (Preorder issue)	<p>10-18 Is Livewire tied to expressTRAK and will the update process be expedited?</p> <p>11-81 Verizon requested additional details regarding the concern from the CLEC community. Verizon stated that they will continue the investigation and provide a resolution once more details have been provided.</p>		CLOSED	Jeff Bolster	Yes it's tied to expressTRAK. Verizon is not certain of the update process that is referred to in this issue. Please specify so that we can accurately respond to the concern. Specific were not received since closed.
19	Bill Presentation	<p>10-18 Will standard USOCs be on the preorder CSR and will they match the bill?</p>		CLOSED	Dave Ryan	If the CLEC subscribes to expressTRAK X 5, he should submit his order using the standard USOC; if he does not and makes a mistake and uses the correct jurisdictional USOC, Verizon will continue to process the order in expressTRAK X 5; when the CLEC uses the standard USOC, it is part of the preorder and order process, the BOS/BOT will match. Paper displays are not effected by this process.
20	DUF notification	<p>10-18 The CLEC community requested that all DUF changes and notification be handled via the Change Control process, instead of industry mailings.</p>		CLOSED	Doreen Costa	Verizon agreed to use Change Control as the official notification vehicle.
21	CSR Common Data Content	<p>11-18 Instead of just a uniform CSR structure which will be delivered in February, the CLECs are asking that the CSR, both parsed and non-parsed be made uniform to include common data content.</p>	Verizon will investigate further	CLOSED	Dave Ryan Jeff Bolster	Merger commitments do not require Verizon to offer a uniform content particularly when pertaining to retail accounts. Common Data Content are not included in the Plan of Record. A common set of mapped USOCs will be available to those CLECs subscribing to expressTRAK X 5 and X 6.
22	Communicating BOS/BOT Changes	<p>11-18 The CLECs request that Verizon communicate BOS/BOT changes via Change Control. 11-20 Broadview described another question and Verizon will investigate.</p>	Verizon will investigate further	CLOSED	Mike Toothman Jeff Bolster	All changes to BOS/BOT will be communicated through the Change Control Process. The process will be formalized by end of 1st quarter 2001.
23	Updating Results Uniformity for Verizon East Presentation	<p>11-18 The CLECs request a legend to be added to slide #7 that defines the following: subscribed, non-subscribed, flow through data, and level 2 and level 5 order type distinctions.</p> <p>12-21 Is the FCC response time impacted by the manual deconversions? Are there statistics on the MDVW interval to document vs accounts that don't have to be deconverted?</p>	Update legend and distribute it to the CLECs.	OPEN	Ed Marcella	See attachment X 5 Collaborative Subscription Press w/ Flowthru impact. This answer will be provided via the Change Control process as soon as it is available.
24	Administrative Charges	<p>11-18 The CLECs questioned where the administrative charges will reside now that the administrative bill is being eliminated.</p>	Verizon will investigate further.	CLOSED	Kathleen Connroy Rita LaBrutto	The administrative charges will appear on the business bill's Other Charges and Credits Statement. If there is not a business bill, then the residence bill. If there is not a residence bill, then the administrative charges will go on the coin bill. The charges will appear as follows: NY 1st BD, NE 15th BD, NPD 13th BD, MDVW 13 BD
25	Current Flowthru Transmissions	<p>11-18 The CLECs questioned whether a single BDT transmission include Bus/Res/Com SBM or will the transmissions be separate? How will Connect Direct (NOM) be packaged?</p> <p>12-21 Can Verizon provide separate business and residence transmissions as it relates to PA today?</p>	Verizon will investigate further	CLOSED	Dennis Begley Kathleen Connroy	The CLEC will get a separate transmission for each SBM. Ancillary Hierarchy for X 5 (LINE) makes no distinction between business and residence, so separate transmissions of business and residence would not be available. As stated previously, a CLEC can separate business and residence accounts by obtaining separate ACNAs.
26	Provisioning Impact (Preorder/Order Issues)	<p>11-18 The CLECs request a chart depicting the Provisioning impact to expressTRAK X 5 and expressTRAK X 6</p>	Verizon will investigate further	CLOSED	Jeff Bolster Mike Toothman	Same issue as #23

Uniform OSS Interface and Business Rules Collaborative
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Subject: Billing

Issue	Description	Discussion	Action Items	Status	Owner	How resolved
27	Level of effort to migrate from expressTRAK X.5 to expressTRAK (classic)	<u>11-18</u> The CLECs requested a readout on the level of effort needed to migrate from expressTRAK X.5 and expressTRAK X.6 to expressTRAK (classic)	Verizon will investigate further	CLOSED	Charles Henry	<p>With expressTRAK X.5 and X.6, Verizon is mapping a subset of existing products within legacy. These offerings will ease the CLEC's transition from legacy to expressTRAK (classic).</p> <p>Ordering/Pre-Ordering Impact:</p> <p>When ordering from the established set of mapped products there should be no impact. Some variance in FIO data, however this should be minimal in scope.</p> <p>When not ordering from the established product set than the CLEC will be required to introduce the LISOC or express product.</p> <p>CLEC's will have common CSR structure, but content may differ by jurisdiction.</p> <p>Once migrated to expressTRAK X.5 and X.6, account hierarchy will parallel the account hierarchy in expressTRAK (classic).</p> <p>Conversion Impact:</p> <p>CLEC's will be in dual billing mode until retail deployment has concluded. Impact will be limited by independent on product sets being utilized by each individual CLEC and the overall conversion plan. This is impact as the same whether in legacy or expressTRAK X.5 or X.6.</p> <p>Billing Impact:</p> <p>Delivery of a standard BOS/BOT output with a uniform account hierarchy.</p>
28	Listing accounts	<u>11-20</u> The CLECs want to know if the same 10,000 block constraint will apply for listing only accounts in expressTRAK X.5 or expressTRAK X.6 subscription? Will a new SBN be required for every 10,000 listings?	Verizon will investigate further	CLOSED	Kathleen Conroy	The existing constraints will apply for listing only accounts
29	Parsed CSR details (Preorder issue)	<u>11-20</u> Documentation is necessary for the unparsed CSR for February <u>12-21</u> Regarding CR #1081, please spell out the differences between what is in effect today and what is proposed for February.	Verizon will investigate further	CLOSED	Sue Pistacchio Charles Henry	See attachment Supplemental Preorder Industry Notification Attachment entitled Common CSR Guide
30	X.5 and X.6 bill date assignment for the former BA North	<u>11-20</u> Clarification is required on how Verizon will assign the bill periods in the North. Will the CLEC be able to keep their existing bill periods?	Verizon will investigate further	CLOSED	Kathleen Conroy	Existing bill periods will be kept if possible. Different bill periods may need to be assigned if new SBNs are necessary to meet the defined account hierarchy.
31	CLEC profile and Reseller Checklist display	<u>11-20</u> Copy of customer profile (UNE) and Reseller check list will be distributed via change control	Verizon will investigate further	CLOSED	Patti Richardson Gwen Warren Mary Lisan	See attached draft prototype of the UNE Customer Profile. The reseller checklist is still in development.
32	CTE test environment	<u>11-20</u> Can the CLEC build specific accounts in the CTE environment or will the test bed consist of exclusively Verizon scenarios?	Verizon will investigate further	CLOSED	Dave Ryan Carol Bailey	Verizon is planning a separate, much smaller Progression Test Deck for expressTRAK X.5, with new accounts. Although still under development, tentatively, we have planned 6 scenarios: all Platform, 2 for NY, 2 for MA, 2 for PA, 2 for NJ
33	Business rules (preorder)	<u>11-20</u> Are there any changes to the business rules associated with expressTRAK X.5 and expressTRAK X.6?	Verizon will investigate further	CLOSED	Mike Toothman Sue Pistacchio	See attachment Supplemental Preorder Industry Notification

Uniform OSS Interface and Business Rules Collaborative
Bell Atlantic Service Areas
Action Log

Subject: Billing

Issue	Description	Action Item	Status	Owner	Comments
34 expressTRAK (retain) information and reports	11-28. The CLECs are requesting information about the reports available to them through expressTRAK (classic) connection so that they can be retained that all of their alarms are captured correctly. The CLECs requested better track-up reports that integrate good via Clean UPS. In addition, the CLECs requested the procedure for filing the notifications will be revised. In addition, the CLECs requested with respect to platform services, no compensation (in the amount of a one-time amount off below):	Verizon will investigate further	CLOSED	Ed Antonio Caron Yezzo Charles Henry commented: See prototype reports attached distributed 11-27-2013 Attachment 11-27-2013	Prior to the conversion of their embedded data (phase 2), the CLEC gets a list of the accounts that we will attempt to convert over the weekend. The following week the CLECs gets a list of the accounts actually converted. See prototype reports attached.
35 USOC Mapping issue	12-5. CLECs want to know what is the process to add USOCs to the USOC list as communities for masking?	Verizon will investigate further	CLOSED	David Ryan, Loss Department	Submit a change via Change Control.

Have Initiated
 11-28. The CLECs are requesting information about the reports available to them through expressTRAK (classic) connection so that they can be retained that all of their alarms are captured correctly. The CLECs requested better track-up reports that integrate good via Clean UPS. In addition, the CLECs requested the procedure for filing the notifications will be revised. In addition, the CLECs requested with respect to platform services, no compensation (in the amount of a one-time amount off below):

12-5. CLECs want to know what is the process to add USOCs to the USOC list as communities for masking?



Common CSR 2001 Guide

Verizon East (formerly Bell Atlantic)

- Delaware
- Maryland
- New England
- New Jersey
- New York
- Pennsylvania
- Virginia
- Washington DC
- West Virginia



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3.0 Sample Before and After CSRs by Jurisdiction



Introduction

1.0 Introduction

In order to meet one of the objectives of the Billing Collaboratives held in the fall of 2000, Verizon East has agreed to provide a common, standard Customer Service Record (CSR) to all Certified Local Exchange Carriers (CLEC) in the former Bell Atlantic footprint. The new CSR will have a common look, or format, with a standard presentation of sections with common section headings. This format will be presented regardless of the background legacy system in which the account is stored. This format is for unparsed CSRs only. Parsed CSRs are already in a common format.

1.1 Objective of this Document

This document introduces the new standard format for the unparsed CSR. This common structure will provide continuity within the footprint for all Pre-Order unparsed CSRs. This process will be for LSOG 4 only.

1.2 Overview of Common CSR 2001

The unparsed CSRs will be returned in the MLT field in a common format for all jurisdictions irrespective of the retail billing system (i.e. CRIS, ExpressTRAK). The format will be composed of the following sections:

Header Section

LST---Listing section

DIR---Directory Delivery Section

BIL---Billing Section

S&E---Service & Equipment Section

SUMY---Summary Section (summary of sliding scale rated USOCs)

USOC---USOC Description Section

The DIR and SUMY sections may not be present on a CSR, but the section headers will always be returned whether that section exists on CSR. In S&E section, USOC quantity and billing information will be returned where available.



Introduction

1.3 Standard USOCs for Parsed and Unparsed CSR

For those CLECs that subscribe to expressTRAK x.5, the CSR will be returned using standard USOCs. The term standard USOCs is used to define USOCs that are common across the billing and ordering processes for Verizon East footprint. A new field (CCNA) on the business rules will determine subscription status

1.4 Impact to Business Rules

Two new fields will be added to the CSR transaction; CCNA and CI. The field notes to the CC field will be revised. Please refer to the business rules for more detail on these field changes.



Unparsed CSR Format Differences

2.0 UNPARSED CSR FORMAT DIFFERENCES

Current Format					
expressTRAK®	MDVW	PA/DE	NJ	NY/NE	New Format
Section Flow	Section Flow	Section Flow	Section Flow	Section Flow	Section Flow
Header Billing Listings (incl addl) S&E	Header Listings (incl addl) Billing S&E	Header Listings (incl addl) Billing S&E Summary (if applicable) USOC descriptions	Header Listings (incl addl) Billing S&E	Header Listings Directory (if applicable) Billing S&E Additional Listings (if applicable) Summary (if applicable)	Header Listings (incl addl) Directory (if applicable) Billing S&E Summary (if applicable) USOC descriptions
Section Headers Not supported	Section Headers LISTINGS BILL BILLING S&E SERVICE AND EQUIPMENT	Section Headers LST BILL S&E SUMY USOC DESCRIPTION	Section Headers Not supported for all sections but S&E. S&E may return as: No header S&E SERVICE AND EQUIPMENT	Section Headers DIR BILL S&E EXTRA LISTINGS IN SERVICE	Section Headers LST DIR BILL S&E SUMY USOC DESCRIPTION
Additional Features Supported USOC rates or NEW PRODUCT are returned	Additional Features Supported: USOC quantities returned Service Order info returned USOC activity date returned USOC rates returned	Additional Features Supported: USOC quantities returned Service Order info returned USOC activity date returned USOC rates returned	Additional Features Supported: Service Order info returned USOC activity date returned USOC rates returned USOC description follows USOC	Additional Features Supported: USOC quantities returned USOC activity date returned USOC rates returned USOC description follows USOC	Additional Features Supported: USOC quantities returned Last service order posted to account (Header) USOC activity date returned USOC rates returned



Unparsed CSR Format Differences

CSR display No page screen format. CSR flows from section to section	CSR display Page screen breaks/Command and Notation lines are returned for each CSR legacy screen page.	CSR display Page screen breaks/Command and Notation lines are returned for each CSR legacy screen page.	CSR display Page screen breaks/Command and Notation lines are returned for each CSR legacy screen page.	CSR display No page screen format. CSR flows from section to section	CSR display No page screen format. CSR flows from section to section
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3.0 Sample Before and After CSRs by Jurisdiction

The samples in this section include a CSR in the new format and old format for each jurisdiction and expressTRAK. Jurisdictions are represented as follows:

- New York CSR is applicable for New York and parts of Connecticut
- New England CSR is applicable for Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
- West Virginia CSR is applicable Maryland, Virginia, Washington DC, and West Virginia
- Pennsylvania CSR is applicable for Pennsylvania and Delaware
- New Jersey CSR is applicable for New Jersey
- expressTRAK CSR is applicable for expressTRAK for Maryland, Virginia, Washington DC, and West Virginia

***** CSR DATA NEW FORMAT NEW YORK *****

212 999-9530 980 1MB B
C 1239999 12-12-2000

PCL	LOCL	
--LST		
LN	TEST, NEW YORK	I 03-27-00
LA	130 W 25, MANHATTAN, NY+ 10001	I 03-27-00
SA	130 W 25, MANHATTAN, NY+ 10001	I 09-12-00
LCC	FLR 2/APT 2A	I 09-12-00
YPH	ZAI09 NONE	I 03-27-00
--DIR		
DEL	1;1	I 03-27-00
--BILL		
BN1	TEST NEW YORK	03-28-00
BA1	FLR 2 APT 2A	03-28-00
BA2	130 W 25 ST	03-28-00
PO	NEW YORK NY 10001	03-28-00
LB	03020	
TAR	002	
--S&E		
1	KSTOP	I 06-17-00
1	OVP	/OCP 03-99 I 03-27-00
1	1MB	/LPIC NYC/LPCK 0698 /LPCA SN, 03-31-00/PIC ATX /PICX 0288/PCA SN, 03-21-00 I 03-27-00 15.74
1	AYW	I 03-27-00
1	ESA	I 03-27-00 17.91
1	NSS	I 03-27-00 4.50
1	NW1	I 03-27-00
1	N7PKA	I 03-27-00 9.50
1	POR2X	I 03-27-00 0.23
1	UF7	/PID 2234/FNC CFV I 03-27-00
1	VMN1A	/RCYC 6 /MSS *MSAIPAD MSSGRP.ESP001 /MWI S /CFNB 366-5055 /CFND 366-5055 I 05-26-00 12.46
1	QURBS	- - 0.36
1	9ZR	- - 4.35
--SUMY		
--USOC DESCRIPTIONS		
1MB	(Monthly charge for dialtone)	
POR2X	(Local Number PortabilitySurcharge - Business Line)	
NW1	(Network Interface)	
UF7	(UltraForward - Business)	
NSS	(*69)	
AYW	(Anonymous Call Rejection)	
N7PKA	(Call Waiting ID With Name)	
ESA	(Custom Calling Package CallWaiting Call Forwarding SpeedDialing 8)	
VMN1A	(Home Voice Mail FamilyMailboxes)	
OVP	(Business Link Plan)	
KSTOP	(Business Link RewardsProgram)	
QURBS	(Federal Universal ServiceFund Surcharge - BusinessSingle Line)	
9ZR	FCC LINE CHARGE	

***** END OF CSR DATA *****

CSR DATA OLD FORMAT NEW YORK

Administration Table (LSOG4)

<u>Service Address State / Province</u>	NY
<u>Company Code</u>	XXXX
<u>Type of Service</u>	General Business
<u>Customer Indicator</u>	C
<u>Inquiry Number</u>	20010115101223
<u>Date and Time Sent</u>	20010115101223

Customer Service Record (LSOG4)

<u>Billing Telephone Number</u>	2129999530
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Mult-Line Text (LSOG4)

010112000000				212 999-9530
				1-12-01 1
	1MB	ACCOUNT	ACCOUNT	RC
	ACCOUNT		A11	212 999-9530
PCL	LOCL			
LN	TEST, NEW YORK		I 3-27-00	
LA	130 W 25, MANHATTAN, NY+			
	10001		I 3-27-00	
SA	130 W 25, MANHATTAN, NY+			
	10001		I 9-12-00	
LOC	FLR 2/APT 2A		I 9-12-00	
YPH	ZA100 NONE		I 3-27-00	
	---DIR			
DEL	1;1		I 3-27-00	
	---BILL			
BN1	TEST NEW YORK		3-28-00	
BA1	FLR 2 APT 2A		3-28-00	
BA2	130 W 25 ST		3-28-00	
PO	NEW YORK NY			
	10001		3-28-00	
LB	03020			
TAR	002			
	---S&E			
1	KSTOP	(Business Link Rewards Program)	I 6-17-00	1
1	OVP	/OCP 03-99 (Business Link Plan)	I 3-27-00	1
1	1MB	/LPIC NYC/LPCX 0698/LPCA SN, 03-31-00/PIC ATX /PICX 0288/PCA SN, 03-21-00		

(Monthly charge for dial tone)

1	AYW	(Anonymous Call Rejection)	T 12-4-00	15.74	1
1	NSS	(*69)	T 3-27-00	4	
1	NW1	(Network Interface)	T 3-27-00	4.50	1
1	ESA	(Custom Calling Package)	T 3-27-00	4	
1	UF7	/PID 2234/FNC CFV (Ultra Forward - Business)	T 3-27-00	17.91	
1	N7PXA	(Call Waiting ID with Name)	T 3-27-00	2.50	
1	POR2X	(Local Number Portability Surcharge - Business Line)	T 3-27-00	.23	1
1	VMN1A	/RCYC 6/MSS *MSAIPAD MSSGRP.ESP001/MWI S /CFNB 366-5055 /CFND 366-5055 (Home Voice Mail Family Mailboxes)	T 5-26-00	12.46	1
#	LPIC	---IN SERVICE NYC/NONE	1		
#	LPIC	OTHER	0		
1	QURBS	(Federal Universal Service Fund Surcharge - Business Single Line)		.43	
1	9ZR	FCC LINE CHARGE 4.35 ---LOCAL SERVICE AMOUNT SUBJECT TO FED & LOC TAX AMOUNT NOT SUBJECT TO FED & LOC TAX AMOUNT SUBJECT TO FED NOT LOC TAX AMOUNT SUBJECT TO LOC NOT FED TAX ---PURCHASE ORDER NUMBERS C1XB9999C 12-6-00		58.32	

***** CSR DATA NEW FORMAT NEW ENGLAND *****

***** 207 999-9530 744 1EJ R *****

C 1239999

12-08-2000

PCL LOCL

--LST

LN TEST, MAINE	I 04-05-00
LA 6 WHITETAIL DR, ROC, ME 04865	I 02-10-00
AHN 10	I 02-10-00
AL (A) TEST, NEW ENGLAND	
ETAIL DR, ROC, ME 04865	I 05-25-00

--DIR

DDN1 T MAINE	I 02-10-00
DDA1 17 WHITETAIL DR	I 02-10-00
DDA2 ROCKLAND, ME 04856	I 02-10-00
DEL 2;2	I 02-10-00

--BILL

BN1 TEST MAINE	02-10-00
BN2 TEST NEW ENGLAND	02-10-00
BA1 17 WHITETAIL DR	02-10-00
PO ROCKPORT ME 04856	02-10-00
LB 01090	
PAH 01-00	
STI LSWH 01-25-00	
PNP 207 999-9999 NPS	

--S&E

1 1EJ /LPIC NYC/LPCX 0698		
/LPCA SN, 01-24-00/PIC ATX		
/PICX 0288/PCA CN, 02-18-00	T 02-19-00	14.13
1 HZ7	T 02-10-00	5.40
1 POR1X	T 02-10-00	0.23
1 TDN	T 02-10-00	
1 RLT /REF A/REF A	I 05-25-00	2.00
1 FA9 /TN 207 999-9999/ADL/LPIC NYC		
/LPCX 0698/LPCA SN, 01-24-00		
/PIC NONE /PICX NO		
/PCA SN, 01-24-00	I 07-26-00	14.13
1 OFRXX /TN 207 999-9999	I 07-26-00	
1 POR1X /TN 207 999-9999	I 07-26-00	0.23
1 TDN /TN 207 999-9999	I 07-26-00	
1 9ZR	- -	4.35
1 QURC4	- -	0.36
1 QURCS	- -	0.36
1 9ZMRM	- -	6.39

--SUMY

--USOC DESCRIPTIONS

1EJ (Unlimited Economy Service)	
TDN (Touch-tone Service)	
POR1X (Local Number PortabilitySurcharge - Consumer Line)	
HZ7 (Pine Tree State Service)	
RLT (Directory Listing/s)	
FA9 (Unlimited Economy ServiceAdditional Line)	
OFRXX (Sensible Minute Plan)	
QURC4 (Federal Universal ServiceFund Surcharge - ConsumerPrimary/Centrex)	
QURCS (Federal Universal ServiceFund Surcharge - ConsumerNon-Primary)	
9ZR FCC LINE CHARGE	
9ZMRM FCC LINE CHARGE	

***** END OF CSR DATA *****

CSR DATA OLD FORMAT NEW ENGLAND

Administration Table (LSOG4)

<u>Service Address State / Province</u>	ME
<u>Company Code</u>	XXXX
<u>Type of Service</u>	General Business
<u>Customer Indicator</u>	C
<u>Inquiry Number</u>	20010115102621
<u>Date and Time Sent</u>	20010115102621

Customer Service Record (LSOG4)

<u>Billing Telephone Number</u>	2079999530
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Multi-Line Text (LSOG4)

		010209010110010109000R	DECEMBER 10 - JANUARY 9, 2001
			207 999-9530
		744	09 1-10-01 1
		CMDN	
PCL	1EJ	ACCOUNT	ACCOUNT BD
LN	LOCL		036 207 999-9530
LA	TEST, MAINE	I 4-5-00	
	@ WHITETAIL DR, ROC, ME+		
	04865	I 2-10-00	
AHN	10	I 2-10-00	
	---DIR		
DDN1	T MAINE	I 2-10-00	
DDA1	17 WHITETAIL DR	I 2-10-00	
DDA2	ROCKLAND, ME 04856	I 2-10-00	
DEL	2;2	I 2-10-00	
	---BILL		
BN1	TEST MAINE	2-10-00	
BN2	TEST NEW ENGLAND	2-10-00	
BA1	17 WHITETAIL DR	2-10-00	
PO	ROCKPORT ME 04856	2-10-00	
LB	01000		
PAH	01-00		
STI	LSWH 01-25-00		
PNP	207 999-9999 NPS		
	---S&E		
1	1EJ	/LPIC NYC/LPCX 0698/LPCA	
		SN, 01-24-00/PIC ATX	
		/PICX 0288/PCA CN,	
		02-18-00 ++FCC LINE	
		CHARGE++ ++FUSF	
		Surcharge++	
1	HZ7	(Unlimited Economy Service) T 2-19-00	14.13 1
1	POR1X	(Pine Tree State Service) T 2-10-00	5.40 1
		(Local Number Portability)	

		Surcharge - Consumer Line)	T 2-10-00	.23	1
1	TTR	(Touch-tone Service)	T 2-10-00		1
1	RLT	/REF A/REF A (Directory Listing/s)	I 5-25-00	2.00	1
1	FA9	/TN 207 999-9999/ADL /LPIC NYC/LPCX 0698/LPCA SN, 01-24-00/PIC NONE /PICX NO/PCA SN, 01-24-00 ++FCC LINE CHARGE++ ++FUSF Surchage++ (Unlimited Economy Service Additional Line)	I 7-26-00	14.13	1
1	OFRXX	/TN 207 999-9999 (Sensible Minute Plan)	I 7-26-00		1
1	POR1X	/TN 207 999-9999 (Local Number Portability Surchage - Consumer Line)	I 7-26-00	.23	1
1	TTR	/TN 207 999-9999 (Touch-tone Service) ---EXTRA LISTINGS AL (A) TEST, NEW ENGLAND /LA WHITETAIL DR, ROC, ME+ 04865 ---IN SERVICE	I 7-26-00		1
#	LPIC	NYC/NONE	2		
#	LPIC	OTHER	0		
1	QURC4	(Federal Universal Service Fund Surcharge - Consumer Primary/Cen .43			
trex)					
1	QURC5	(Federal Universal Service Fund Surcharge - Consumer Non-Primary)		.43	
1	9ZR	FCC LINE CHARGE		4.35	
1	9ZRMR	FCC LINE CHARGE ---LOCAL SERVICE AMOUNT SUBJECT TO FED & LOC TAX AMOUNT NOT SUBJECT TO FED & LOC TAX AMOUNT SUBJECT TO FED NOT LOC TAX AMOUNT SUBJECT TO LOC NOT FED TAX		6.39	
				47.72	

***** CSR DATA NEW FORMAT WEST VIRGINIA *****

304 999-9530 021 FQQ R
C 2891623 11-29-2000

PCL LOCL

--LST

LN	VIRGINIA, WEST	11-29-00
LA	303 MAPLEWOOD LN, BEAVER	11-28-95
SA	303 MAPLEWOOD LN, BEAVER	07-13-00
DZIP	25813	03-01-79

--DIR

--BILL

BN1	BELL ATLANTIC-WV
BN2	WEST VIRGINIA
BA1	303 MAPLEWOOD LN
PO	BEAVER WV 25813
TAR	4201
NAT	Y V
LB	01
PNP	999-9999 NPS

--S&E

1	FQQ	/TN 304 999-9530/LPIC BAW /LPCX 6500/LPCA DF, 08-15-97 /PIC ATX/PICX 0288 /PCA BC, 09-01-85	04-13-00
1	TTV	/TN 304 999-9530	12-31-97
1	QURR1	/TN 304 999-9530	01-01-00
1	OFFXX	/TN 304 999-9530	05-11-00
1	QURC4	/TN 304 999-9530/CSN 0	10-01-00
1	PORIX	/TN 304 999-9530/CSN 0	08-01-99
1	NDF	/TN 304 999-9530/CSN 5	05-11-00
1	AYW	/TN 304 999-9530	05-11-00
1	9LM	/TN 304 999-9530	07-01-00

--SUMY

--USOC DESCRIPTIONS

FQQ	Individual flat-Res-Plan 4-Frequent Caller
TTV	Touch-Tone Service
QURR1	Frequent Caller Federal Universal Service Fund
	Credit
OFFXX	Sensible Minute
QURC4	Federal Universal Service Fund Surcharge-Consumer Primary/Centrex
PORIX	LNP Cost Recovery End User Surcharge-Consumer-Line
NDF	Caller ID with Name
AYW	Anonymous Call Rejection with Caller ID
9LM	Federal Subscriber Line Charge

***** END OF CSR DATA *****

CSR DATA OLD FORMAT WEST VIRGINIA

Administration Table (LSOG4)

Service Address State / Province WV
Company Code XXXX
Type of Service General Business
Customer Indicator C
Inquiry Number 20010115112632
Date and Time Sent 20010115112632

Customer Service Record (LSOG4)

Billing Telephone Number 3049999530

Multi-Line Text (LSOG4)

CMD	MSG								
304 999 9530 021	JAN	20	01	*CSR	P	1	2	66	FQQ
					PSO 34				
ID	SUB	DP	SYS	LHF	SCT				
010901		R			304 999-9530			021	
BELL ATLANTIC-WV		51							
WEST VIRGINIA									
303 MAPLEWOOD LN									
BEAVER WV		25813							
			FQQ R	11 A4	4201			01 20 51	
 PCL LOCL									
LISTINGS									
LN	VIRGINIA, WEST							2891623 112900	
LA	303 MAPLEWOOD LN, BEAVER							2675199 112895	
SA	303 MAPLEWOOD LN, BEAVER							0000007 071300	
DZIP	25813							0000007 030179	
--RMKS	RETAINED REMARKS								
RRM	(A) LL OWNS, CBR OWS ON PREM							2530445 050394	
999-9999									
--BILL	BILLING								
RP	NOTATION							TYPE PN ACT FU BD CMT-TIME	
							1200	P	
CMD	MSG COMMAND COMPLETED (I210)								
304 999 9530 021	JAN	20	01	*CSR	P	1	2	66	FQQ
					PSO 34				
ID	SUB	DP	SYS	LHF	SCT				
CSN 1									
CCS	A4								
TAR	4201								
NAT	Y V								
LB	01								
PNP 304 999-9999 NPS									
--S&E	SERVICE AND EQUIPMENT								
	VERIZON								
	CO LINES/TRUNKS								
1	FQQ	/TN 304 999-9530/LPIC BAW/LPCX		30			2666818 041300		
		6500/LPCA DF, 08-15-97/PIC							

ATX/PICK 0288/PCA BC, 09-01-85

1	TTV /TN 304 999-9530	10520130	0036517 123197
1	QURR1/TN 304 999-9530	10750130	00000000217 010101 R
1	OFFXX/TN 304 999-9530	11040130	00 2690616 051100
1	QURC4/TN 304 999-9530/CSN 0	12680130	43 00 00000317 010201 R
C&P	NOTATION	TYPE PN ACT FU BD CMT-TIME	
RP		1200	P
CMD	MSG COMMAND COMPLETED (I210)		
304 999 9530 021	JAN 20 01 *CSR	P 2 2	66 FQQ
BELL ATLANTIC-WV		PSO 34	
ID	SUB DP	SYS	LHF SCT
1	POR1X/TN 304 999-9530/CSN 0	12790130	23 00 00033617 120100
1	NDF /TN 304 999-9530/CSN 5	10520130	375 2690616 051100
1	AYW /TN 304 999-9530	10520130	2690616 051100
1	9LM /TN 304 999-9530	10600130	0018217 070100
	CO LINES/TRUNKS SUBTOTAL *	441	
	VERIZON INTRALATA PIC LINES	1 OF	1
	VERIZON GRAND TOTAL *	441	
VERIZON			
	AMOUNT SUBJECT TO FEDERAL TAX *	441	
	AMOUNT SUBJECT TO STATE TAX *		
	AMOUNT SUBJECT TO COMPETITIVE LOCAL TAX *	375	
	AMOUNT SUBJECT TO NON-COMPETITIVE LOCAL TAX *		
	TAR 4201 FED TXBL *	441	
RP	NOTATION	TYPE PN ACT FU BD CMT-TIME	
		1200	P

***** CSR DATA NEW FORMAT PENNSYLVANNIA*****

412 291-8296 447 1MR R
C AX97691 12-16-00

RSID ZTPS,R
---LST
SPVT PANTAZIS,FRANK
LA 14 ATTEST BLVD,
PGH
SA 14 ATTEST BLVD, PGH
LOC APT 17
ZIP 15219
---DIR
---BILL
BN1 KPMG BILLING TEAM
BA1 17 FLR
BA2 1600 MARKET ST
PO PHILA PA 19103
STAR CSB
MCN 129876789AA
GRP 215 111-1010
LB 10
TAR PITT

---S&E
1 NLT 05-07-99 1.25
1 1MR /TN 412 291-8296/LPIC BAW
/LPCA 6509/LPCA DF, 05-05-99
/PIC ATX/PICK 0288
/PCA NC, 04-20-97 05-07-99 2.60
1 TDN /TN 973 999-9530 05-07-99
1 DTLRT/TN 412 291-8296 05-07-99 4.58
1 9ZR11/TN 412 291-8296 05-07-99 4.38
1 PRO1X/TN 412 291-8296 05-07-99 .23

---SUMY

---USOC DESCRIPTIONS

DTLRT Dial Tone Line - Residence - Touchtone
NLT Listing on Directory
PORIX LNP Cost Recovery End User Surcharge Consumer-Line
TDN Touch Tone
1MR Local calling with Allowance
9ZR11 Federal Line Cost Charge - Primary

***** END OF CSR DATA *****

CSR DATA OLD FORMAT PENNSYLVANIA

Administration Table (LSOG4)

<u>Service Address State / Province</u>	PA
<u>Company Code</u>	XXXX
<u>Type of Service</u>	General Business
<u>Customer Indicator</u>	C
<u>Inquiry Number</u>	20010115022247
<u>Date and Time Sent</u>	20010115022247

Customer Service Record (LSOG4)

<u>Billing Telephone Number</u>	4122918296
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Multi-Line Text (LSOG4)

```

CMD          MSG
412 291 8296 447 NP  DEC 16 00 *CSR      P   1   2          0 46 1MR
KPMG BILLLING TEAM
ID   SUB    DP   SYS   LHF   SCT
 412 291-8296 447 1MR 12-16-00 90           PAGE 1
TOTAL VERIZON INTRALATA LINES = 1 OF 1
PCL  LOCL
RSID ZTPS,R
---LST
SPVT PANTAZIS,FRANK
LA  14 ATTEST BLVD,
PGH
SA  14 ATTEST BLVD, PGH
LOC APT 17
DZIP 15219
---BILL
BN1 KPMG BILLLING TEAM
BA1 17 FLR
BA2 1600 MARKET ST
PO  PHILA PA          19103
RP  NOTATION
                           TYPE PN ACT FU BD CMT-TIME
                           1200 +
CMD          MSG COMMAND COMPLETED (I210)
412 291 8296 447 NP  DEC 16 00 *CSR      P   1   2          0 46 1MR
KPMG BILLLING TEAM
ID   SUB    DP   SYS   LHF   SCT
STAR CSB
MCN RSBATESTCLC
GRP 215 111-1010
LB   10
TAR PITT
---S&E
1   NLT
1   1MR /TN 412 291-8296/LPIC BAW        125   3     P   KW27447 050799
/LPCX 6500/LPCA NC, 05-07-99            260   3     P   KW27447 050799

```

/PIC NONE/PICX NO
 /PCA NC, 05-07-99/NMC

1 TTR /TN 412 291-8296	3	P	KW27447 050799
1 DTLRT/TN 412 291-8296	458	3	P KW27447 050799
1 9ZR11/TN 412 291-8296	435	3	P KW27447 050799
1 POR1X/TN 412 291-8296	23	3	P KW27447 050799

---RMKS

---SUMY

RP	NOTATION	TOTAL		TYPE	PN	ACT	FU	BD	CMT-TIME	1200	+
CMD				MSG COMMAND COMPLETED (I210)							
412 291 8296 447 NP	DEC 16 00 *CSR	P	1	2					0 46 1MR		
KPMG BILLLING TEAM				PSO	6						
ID _____	SUB _____	DP _____	SYS _____	LHF _____	SCT _____						
---USOC											

USOC DESCRIPTIONS

DTLRT Dial Tone Line -Residence -Touchtone
 NLT Listing on directory
 assistance only
 POR1X LNP Cost Recovery End User Surcharge
 Consumer-Line
 TTR TOUCH TONE
 1MR Local calling with
 allowance
 9ZR11 Federal line cost charge - Primary

RP	NOTATION	TOTAL		TYPE	PN	ACT	FU	BD	CMT-TIME	1200	+
CMD				MSG COMMAND COMPLETED (I210)							
412 291 8296 447 NP	DEC 16 00 *CSR	P	2	2					0 46 1MR		
KPMG BILLLING TEAM				PSO	6						
ID 412 291-8296	SUB 447	DP 1MR	SYS 12-16-00	LHF	SCT PAGE						
			90		2						

*** END OF CSR ***

RP	NOTATION	TOTAL		TYPE	PN	ACT	FU	BD	CMT-TIME	1200	+

***** CSR DATA NEW FORMAT NEW JERSEY*****

973-999-9530 126

1FR B

C BC97126

12-13-1999

---LST

LN	TEST , NEW JERSEY	12-13-99
LA	14 SHORE RD, HPTCG	12-13-99
DZIP	07843	12-13-99

---DIR

---BILL

BN1	TEST NEW JERSEY	12-13-99
BN2	C-O MIDATLANTIC CABLE	12-13-99
BA1	2006 FERNGLEN WAY	12-13-99
PO	BALTIMORE MD 21228	12-13-99

TBE A

LB 01

---S&E

1	TDN	12-13-99	1.00
---	-----	----------	------

1	1FR /LPIC NONE /LPCX 9199/LPCA NC, 12-13-99 /PIC NONE/PICK NO /PCA NC, 12-13-99 /CAS 94/BLKD A	12-13-99	7.45
---	------------------------------------------------------------------------------------------------------------	----------	------

1	9LM	12-13-99	4.35
---	-----	----------	------

1	DHL	12-13-99	8.50
---	-----	----------	------

1	PCR1X	12-13-99	.23
---	-------	----------	-----

1	QURC4	07-01-00	.43
---	-------	----------	-----

---SUMY

---USOC DESCRIPTIONS

1FR Flat Rate Service Line Charge

9LM Federal Subscriber Line Charge

DHL Toll Restriction

PCR1X LNP Cost Recovery End User Surcharge-Consumer Line

QURC4 Federal Universal Service Fund Surcharge-Consumer Primary/Centrex

***** END OF CSR DATA *****

CSR DATA OLD FORMAT NEW JERSEY

Administration Table (LSOG4)

<u>Service Address State / Province</u>	NJ
<u>Company Code</u>	XXXX
<u>Type of Service</u>	General Business
<u>Customer Indicator</u>	C
<u>Inquiry Number</u>	20010116093215
<u>Date and Time Sent</u>	20010116093215

Customer Service Record (LSOG4)

<u>Billing Telephone Number</u>	9739999530
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Multi-Line Text (LSOG4)

CMD	MSG						
973 999 9530 126	JAN	07	01	*CSR	P	1	2
TEST NEW JERSEY							3 87 1FR
ID _____ SUB _____	DP _____	SYS _____	LHF _____	SCT _____			
515			01007				
			01-10-01	1	973 999 9530		

	1FR	PS
PCL	LOCL	
99 99999 99-99-99	LN TEST, NEW JERSEY	
99 99999 99-99-99	LA 14 SHORE RD, HPTCG	
99 99999 99-99-99	DZIP 07843	
	RMKR (B)OS973 663-0505	
	RMKR (Z)OS VRFD BA BN SSN 973	
	6630505 96509 & REQ BUS AUTH	
	LTR CSAV;12-8 RCVD AUTH LTR	
	OK CSAV APRVD KAL	
	RMKR (DEP)NONE	
	RMKR (DOB)09-16-1965	
	RMKR (RFC)CLEAR	
	BN1 TEST NEW JERSEY	

RP	NOTATION	TYPE	PN	ACT	FU	BD	CMT-TIME
						0101	

CMD	MSG COMMAND COMPLETED (I210)						
973 999 9530 126	JAN	07	01	*CSR	P	2	2
TEST NEW JERSEY							3 87 1FR

ID _____ SUB _____	DP _____	SYS _____	LHF _____	SCT _____		
	BN2 C-O MIDATLANTIC CABLE					
	BA1 2006 FERNGLEN WAY					
	PO BALTIMORE MD 21228					
	LB 01					
	TBE A					

LP 17515 12-13-99 P	TTR	1.00 *
LP 17515 12-13-99 P	1FR /LPIC NONE/LPCX 9199/LPCA NC,	7.45 *
	12-13-99/PIC NONE/PICK NO /PCA	

		NC, 12-13-99/CAS 94/BLKD A					
LP	17515	12-13-99 P	9LM	4.35 *			
LP	17515	12-13-99 R	DHL	8.50 *			
LP	17515	12-13-99 P	POR1X	.23 *			
21	P36	07-01-00 P	QURC4	.43 *			
		N-12-13-99					
			21.31	21.31			
RP	NOTATION	TYPE	PN	ACT	FU	BD	CMT-TIME
			0101				

CSR DATA NEW FORMAT EXPRESSTRAK*****

304 999-9530 755 CEMXX B
C 1239999 12-21-2000

TN	304 999-9530		
BLACT	000154209		
CS	BUS		
ED	DEC 10 00		
STAT	ACTV		
TAR	3501		
---LST			
LN	(LN) EXPRESSTRAK Corp		
LA	Wheeling		
	/TN 304-999-9530		
SA	1025 MAIN ST		
	WHEELING, WV		
DZIP	26003		
---DIR			
---BILL			
BN	EXPRESSTRAK		
BA	PC BOX 1079		
	CHARLOTTE, NC		
	28201-1079		
---S&E			
1 HTG	/HTG A/HTG 3049999531	N 05-01-00	0.00
	/HTG 3049999532		
1 R3G	/TN 3042330871/PICX 0222	N 05-01-00	24.75
	/PCA BO/PCA 04071998/PIC MCI		
	/LPCX 6500/LPCA NC		
	/LPCA 03231998/LPIC BAW		
	/CXN 0999/CAT 25/LCC IBN		
	/SCG 2330871/INT2 20/HTG A		
1 R3G		N 05-01-00	12.25
1 SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y	N 05-01-00	0.00
	/CKR1 CTALL/SCSH Y		
1 PGJA7			7.50CR.
1 US22X		N 05-01-00	0.90
1 9ZR		N 05-01-00	8.19
1 QURBM		N 05-01-00	0.09
1 R3G	/TN 3049999532/PICX 0222	N 05-01-00	24.75
	/PCA BO/PCA 04071998/PIC MCI		
	/LPCX 6500/LPCA NC		
	/LPCA 03231998/LPIC BAW		
	/CXN 0999/CAT 25/LCC IBN		
	/SCG 2330871/INT2 21/HTG A		
1 R3G		N 05-01-00	12.25
1 SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y	N 05-01-00	0.00
	/CKR1 CTALL/SCSH Y		
1 PGJA7			7.50CR
1 US22X		N 05-01-00	0.70
1 9ZR		N 05-01-00	8.19
1 QURBM		N 05-01-00	0.09
1 PGJA7			
1 R3G	/TN 3049999533/PICX 0222		
	/PCA BO/PCA 04091998/PIC MCI		
	/LPCX 6500/LPCA NC		
	/LPCA 03231998/LPIC BAW		
	/CXN 0999/CAT 25/LCC IBN		
	/SCG 2330871/INT2 21/HTG A		
1 R3G		N 05-01-00	12.25
1 SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y	N 05-01-00	0.00
	/CKR1 CTALL/SCSH Y/CPGN 2330871		
1 PGJA7			7.50CR
1 US22X		N 05-01-00	0.70
1 9ZR		N 05-01-00	8.19
1 QURBM		N 05-01-00	0.09
1 R3G	/TN 304999-9534/PICK 0222	N 05-01-00	24.75
	/PCA BO/PCA 04071998/PIC MCI		
	/LPCX 6500/LPCA NC		
	/LPCA 03231998/LPIC BAW		
	/CXN 0999/CAT 25/LCC IBN		

		/SCG 2330871/INT2 20/HTG A		
1	R3G		N 05-01-00	12.25
1	SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y /CXRI CTALL/SCSH Y/CPGN2330871	N 05-01-00	0.00
1	PGJA7			7.50CR
1	US22X		N 05-01-00	0.00
1	9ZR		N 05-01-00	8.19
1	QURBM		N 05-01-00	0.09
1	R3G	/TN 3049999535/PICX 0222 /PCA BC/PCA 04071998/PIC MCI /LPCX 6500/LPCA NC /LPCA 03231998/LPIC RAW /CXN 0999/CAT 25/LCC IBN /SCG 2330871/INT2 20/HTG A	N 05-01-00	24.75
1	R3G		N 05-01-00	12.25
1	SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y /CXRI CTALL/SCSH Y/CPGN2330871	N 05-01-00	0.00
1	PGJA7			7.50CR
1	US22X		N 05-01-00	0.00
1	9ZR		N 05-01-00	8.19
1	QURBM		N 05-01-00	0.09
 ---SUMY				
---USOC DESCRIPTIONS				
	HTG	Hunting Feature - Per Line Equipped		
	PGJA7	Subscriber Line Credit		
	QURBM	Federal Universal Service Fund Surcharge-Business Multi-Line		
	R3G	Centrex CustoPAK Line		
	SBQ	Bundled features - custopak		
	US22X	SENTRY II - CustoPAK		
	9ZR	Subscriber Line Charge (SLC) -Multi-Line Business or Qualifying Single		

CSR DATA OLD FORMAT EXPRESS TRAK

Administration Table (LSOG4)

<u>Service Address State / Province</u>	MD
<u>Company Code</u>	XXXX
<u>Type of Service</u>	General Business
<u>Customer Indicator</u>	C
<u>Inquiry Number</u>	20010115021253
<u>Date and Time Sent</u>	20010115021253

Customer Service Record (LSOG4)

<u>Billing Telephone Number</u>	3049999530
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Multi-Line Text (LSOG4)

TN:304 999-9530 BLACT 042881069

CS: BUS BD: JAN 10 01 STATUS: ACTV TAR: 3501

BN: EXPRESSTRAK
 BA: PO BOX 1079
 CHARLOTTE, NC
 28201-1079

LN (LN) ExpressTrak Corp
 LA Wheeling
 /TN 304-999-9530
 SA 1025 MAIN ST
 WHEELING, WV
 DZIP26003
 /TN 304-999-9531
 /TN 304-999-9532
 /TN 304-999-9533
 /TN 304-999-9534
 /TN 304-999-9535

HTG /HTG A/HTG 3049999531/HTG 3049999532	0.00
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R3G /TN 3049999531/PICX 0288/PCA ES/PCA 05022000/PIC ATX/LPCX 0288/LPCA ES/LPCA 05022000/LPIC ATX/CXN 0999/CAT 21/LCC IBN/SCG 2330871/INT2 20/HTG A	24.75
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R3G	12.25
SBQ /CHD Y/TWC Y/ACBK Y/CFV Y/CXR1 Y/SCSH Y	0.00

PGJA7	7.50CR
US22X	0.70
9ZR	8.19
QURBM	0.09

R3G	/TN 3049999532/PICX 0288/PCA ES/PCA 05022000/PIC ATX/LPCX 0288/LPCA ES/LPCA 05022000/LPIC ATX/CXN 0999/CAT 25/LCC IBN/SCG 2330871/INT2 21/HTG A	24.75
R3G		12.25
SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y/CXR1 Y/SCSH Y	0.00
PGJA7		7.50CR
US22X		0.70
9ZR		8.19
QURBM		0.09
R3G	/TN 3049999533/PICX 0288/PCA ES/PCA 05022000/PIC ATX/LPCX 0288/LPCA ES/LPCA 05022000/LPIC ATX/CXN 0999/CAT 25/LCC IBN/SCG 2330871/INT2 22/DES CRDT	24.75
R3G		12.25
SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y/CXR1 Y/SCSH Y/CPGN 2330871	0.00
PGJA7		7.50CR
US22X		0.70
9ZR		8.19
QURBM		0.09
R3G	/TN 3049999534/PICX 0288/PCA ES/PCA 05022000/PIC ATX/LPCX 0288/LPCA ES/LPCA 05022000/LPIC ATX/CXN 0999/CAT 25/LCC IBN/SCG 2330871/INT2 23/DES FAX	24.75
R3G		12.25
SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y/CXR1 Y/S CSH 0.00 Y/CPGN 2330871	
PGJA7		7.50CR
US22X		0.70
9ZR		8.19
QURBM		0.09
R3G	/TN 3049999535/PICX 0288/PCA ES/PCA 05022000/PIC ATX/LPCX 0288/LPCA ES/LPCA 05022000/LPIC ATX/CXN 0999/CAT 25/LCC IBN/SCG 2330871/INT2 24/DES COMP	24.75
R3G		12.25
SBQ	/CHD Y/TWC Y/ACBK Y/CFV Y/CXR1 Y/SCSH Y/CPGN 2330871/CWO Y/CWT Y	0.00
PGJA7		7.50CR
US22X		0.70
9ZR		8.19
QURBM		0.09

Wholesale Conversion BTN Reports

Pre-Conversion BTN Report

111111111111	111122298	ANY CLEC
222222222222	111122299	ANY CLEC
333333333333	111122299	ANY CLEC
444444444444	111122299	ANY CLEC
555555555555	111122299	ANY CLEC
666666666666	111122299	ANY CLEC
777777777777	111122299	ANY CLEC
888888888888	111122299	ANY CLEC
999999999999	111122299	ANY CLEC

Post-Conversion BTN Report

111111111111	111122299	ANY CLEC
222222222222	111122299	ANY CLEC
333333333333	111122299	ANY CLEC
444444444444	111122299	ANY CLEC
555555555555	111122299	ANY CLEC
666666666666	111122299	ANY CLEC
777777777777	111122299	ANY CLEC

- The Pre-Conversion BTN Report is a list of billing telephone numbers targeted for a conversion that have passed a pre-validation conversion check point
- The Pre-Conversion BTN list is the input into the conversion process

Legend

Clean BTNs	Billing Telephone Numbers eligible for conversion
Parent SBM	The Summary Bill Master with which the BTNs are associated
CLEC Name	BTN telephony provider name
Converted BTNs	Successfully converted Billing Telephone Numbers

January 11, 2001

expressTRAK BOS Functionality Overview Through February Release

**Steven Petito
Verizon Communications
Wholesale Markets
212-620-7570**

Purpose

Verizon will be implementing expressTRAK Baseline BOS BDT functionality changes on February 16, 2001. The purpose of this document is to show at a high level the changes in BOS design between the current Baseline and the additional enhancements that will be implemented in February. The expressTRAK BOS BDT is currently on CABS version 34 and this will also be the version in effect when our February release is implemented. This document describes BOS BDT functionality to be provided for expressTRAK (CLASSIC), now in deployment in MD, DC, VA, and WV. CABS version 35 will be implemented on April 21, 2001.

Product and Pack Structure

Product Structure

Current

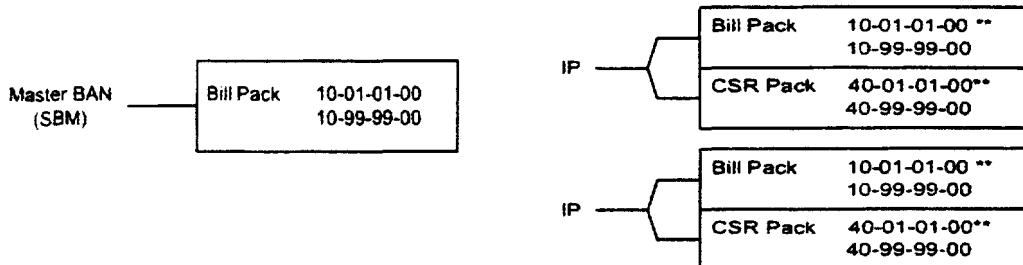
There is a Master BAN (SBM) per state, per product, per entity, per class of service (Residential vs. Business). Products listed below will have a separate Master BAN (SBM).

- UNE Platform Products
- UNE Loop Products
- UNE Listings
- UNE Port/Line Products

Organization Structure

Current Account Organization

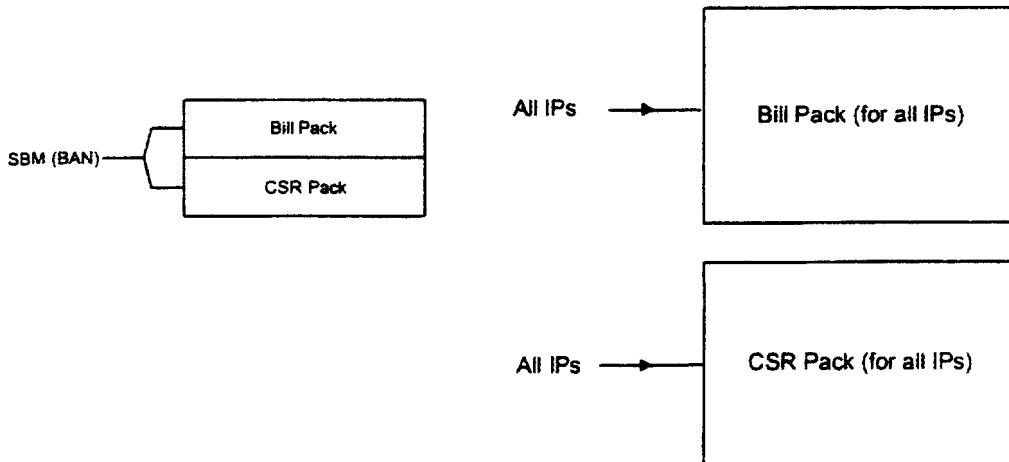
ExpressTRAK system creates a single Bill Pack for the SBM and then a single Bill Pack and single CSR Pack for each IP associated with that SBM. A single 99-99-99 File Trailer record will be created after the last IP record belonging to the summary billing arrangement.



** Master BAN ID displayed on record.

February Release

ExpressTRAK will create a single Bill Pack and CSR Pack for all accounts related to the Master BAN (SBM). The Master BAN (SBM) records will reflect the total of all sub-accounts (IP) under the Master BAN (SBM).



Records Supported - UNE specific are marked with (*)**Bill Pack**

Record ID	Record Name	Current	February (Rev 4.0)
10-01-01-00	Bill Pack Header	X	X
10-01-01-01	Bill Pack Header (Suffix 01)		X
10-05-05-00	Bill Face Heading	X	X
10-05-05-01	Bill Face Heading (Suffix 01)	X	X
10-05-10-00	Balance Due Information	X	X
10-05-12-00	Detail of Current Charges - 1	X	X
10-05-13-00	Detail of Current Charges - 2	X	X
10-05-13-01	Detail of Current Charges - 2 (Suffix 01)	X	X
10-10-05-00	Bill Message Record	X	X
10-15-05-00	Detail of Payments	X	X
10-15-90-00	Detail of Payments Total	X	X
10-20-05-00	Detail of Adjustments	X	X
10-20-05-01	Detail of Adjustments (Suffix 01)	X	X
10-20-05-02	Detail of Adjustments (Suffix 02)		X
10-20-05-03	Detail of Adjustment (Suffix 03)		X
10-20-90-00	Detail of Account Adjustments - Total	X	X
10-27-05-00	Detail of Late Payment Charges - 1		X
10-27-05-01	Detail of Late Payment Charges - 1 (Suffix 01)		X
10-27-90-00	Detail of Late Payment Charges - Total		X
10-30-05-00	OC&C Service Order/Transaction Identification	X	X
10-30-10-00	OC&C Heading	X	X
10-30-15-00	OC&C Phrase Code Data	X	X
10-30-15-01	OC&C Phrase Code Data (Suffix 01)	X	X
10-30-16-00	OC&C Phrase Line Data	X	X
10-30-20-00	OC&C USOC Data	X	X
10-30-21-00	OC&C USOC Description Data	X	X
10-30-25-00	OC&C Service Order/Transaction Net Effect	X	X
10-30-90-00	OC&C Total	X	X
10-39-10-00	Unbundled End Office Usage Detail (*)	X	X
10-39-20-00	Unbundled Miscellaneous Usage Detail (*)	X	X
10-39-20-01	Unbundled Miscellaneous Usage Detail (Suffix 01) (*)		X
10-39-30-00	Unbundled Usage Total By Jurisdiction (*)		X
10-39-90-00	Total Unbundled Usage for Office (*)	X	X
10-39-93-00	Summary of Unbundled Usage by Office by Jurisdiction (*)		X
10-41-05-00	Summary of Unbundled Usage by Jurisdiction (*)		X
10-41-15-00	Total Summary of Unbundled Usage (*)	X	X
10-50-05-00	Detail of Taxes	X	X
10-50-90-00	Detail of Taxes Total	X	X

10-55-05-00	Detail of Surcharges	X	X
10-55-90-00	Detail of Surcharges Total	X	X
10-60-05-00	Detail of Circuit Listings (*)	X	X
10-60-05-01	Detail of Circuit Listings (Suffix 01) (*)	X	X
10-60-90-00	Detail of Circuit Listings Total (*)	X	X
10-99-99-00	Bill Pack Trailer	X	X

CSR Pack

Record ID	Record Name	Current	February (Rel 4.0)
40-01-01-00	CSR Pack Header	X	X
40-05-05-00	CSR Account Identification	X	X
40-05-10-00	CSR Account Identification FIDs Record		X
40-10-05-00	CSR Bill Name and Address	X	X
40-10-10-00	CSR Customer Service Address	X	X
40-10-15-00	CSR BDT Request	X	X
40-10-20-00	CSR Print Request	X	X
40-15-05-00	CSR Services and Features - Left Handed FID Data	X	X
40-15-10-00	CSR Services and Features USOC Data	X	X
40-15-15-00	CSR Services and Features FID	X	X
40-15-20-00	CSR Services and Features USOC Amounts	X	X
40-15-20-01	CSR Services and Features USOC Amounts (Suffix 01)	X	X
40-15-21-00	CSR Services and Features USOC Amounts – Mileage		
40-15-21-01	CSR Services and Features USOC Amounts – Mileage (Suffix 01)		
40-15-25-00	CSR Services and Features Subtotal	X	X
40-15-35-00	CSR Services and Features Total	X	X
40-20-05-00	CSR Remarks	X	X
40-25-05-00	CSR Summary - Last Completed Activity		X
40-25-10-00	CSR Summary - FGA Inventory		X
40-25-25-00	CSR Summary - Facility Access Inventory		X
40-25-30-00	CSR Glossary	X	X
40-99-99-00	CSR Pack Trailer	X	X
99-99-99-00	File Trailer	X	X

Other Key Changes

End Office CLLI Code

Current:

ETrak aggregates Platform usage charges at an end office level. CLLI code is displayed only on the BOS UNE Usage records (10-39-XX-XX).

February Implementation:

UNE Port and Platform products are summarized at a CLLI code level within the CSR Section (40-XX-XX-XX).

Phrase Codes

Current:

Default to "X99" in the Phrase Code field and populate the phrase code description on the 10-30-16-00 record.

February Implementation:

Populate phrase codes from a list of most common (designated as 'Z##' codes below) and utilize the default "X99" for all other scenarios.

Phrase Code	Phrase
Z01	Switched Voice Grade Analog Link
Z02	Customer Service Record
Z03	House & Riser Access per Pair
Z04	Premium Link Basic Service
Z05	Customer Not Ready Technician Dispatched On Company Premises Charge
Z06	Basic X-Link Line Feature
Z07	Service Connection Per Link
Z08	Installation Dispatch Per Link
Z09	Unbundled Asymmetrical Digital Subscriber Loop
Z10	Manual Loop Qualification
Z11	Network Interface Device or House and Riser Cable - First 30 Minutes
Z12	Customer Specified Signaling Wire Unbundled Loop
Z13	Mechanized Loop Qualification
Z14	Directory Listing Out of Area
Z15	Change Equipment
Z16	First Hour Installation Time at Customer Premises
Z17	Station Wire
Z18	Modular Jacks
Z19	Additional Listing
Z20	Non-Published Service
Z21	Connection Charge
Z22	Monthly Service Charge
Z23	Rate Change
Z24	One Time Charge
Z25	Order Processing
Z26	Bill Date Change
Z27	FCC Access Reform
Z28	Change of Address
Z29	Local Number Portability Surcharge
Z30	Custom Calling
Z31	Centrex Service
Z32	Service at Reduced Rate While Suspended
Z33	Service Interruption
Z34	Adjustment to One Time Charge
Z35	Adjustment to Monthly Charges